

## FOCUS: Neighborhoods

### Strategies for the Year:

The Human Environment - Maintain and strengthen human connections within neighborhoods, encourage inclusive participation, foster safety, strengthen neighborhood leadership, and encourage a greater sense of community.

The Built Environment - Invest public funding and encourage private investment and public/private partnerships in Tucson's neighborhoods and enhance their appearance and livability.

The Natural Environment - Respect and preserve our natural environment.

### Project

#### Human Services Process

#### Description

The City's Human Services Plan articulates the City of Tucson's strategy for investing in human services programs that are part of a community-wide service delivery system. Maintaining a delivery system of human services is an investment in a strong and healthy community. Our primary role has been to provide resources to fill the gaps in the larger human service delivery system, with particular focus on vulnerable populations and programs that match or leverage funding to meet the unmet or target need.

#### Accomplishments

The Human Services Plan outlines the city's investment strategy in services administered by outside agencies. The City awarded approximately \$4.5 million to non-profit social services agencies. These agencies successfully implemented over 170 projects serving our community need and enhancing the quality of life of our vulnerable citizens. The money was allocated in four service areas:

- |  |             |
|--|-------------|
| • Crisis assistance                              | \$1,381,000 |
| • Support Services                               | \$1,336,000 |
| • Youth Development                              | \$ 650,000  |
| • Individual Development (includes job training) | \$1,139,000 |

The amounts allocated through the Human Services process are in addition to direct program and service delivery done by City departments and offices.

Biennially, the City plans and allocates funding to non-profit organizations for a variety of human services. A performance report is due out in the fall of 2003.



Maintain and strengthen human connections within neighborhood...

## FOCUS: Neighborhoods

### **Project**

#### **Integrated Neighborhood Service Delivery**

### **Description**

The Department of Neighborhood Resources (DNR) was established by the City Council on April 1, 2002. DNR incorporates many of the functions of the former Citizen and Neighborhood Services Division such as neighborhood registration, mailings, and support through NETeams. In addition, SABER, Back to Basics, graffiti abatement, neighborhood communication, and youth and family services are now in this department. DNR is dedicated to helping both individuals and neighborhoods to strengthen our community.

### **Accomplishments**

Permanent staff was hired and quality customer service protocols were instituted. Neighborhood newsletters are the primary contact point that citizens have with DNR; acquisition of state of the art mailing lists resolved long-standing problems with mailings.

Workshops with neighborhood leadership introduced staff to the community and reviewed mailing procedures. As a result of these efforts, communications from neighborhoods to their residents has almost doubled. Our internal database was revamped and is electronically shared with other departments to facilitate citizen participation efforts citywide. The NETteam effort was retooled to focus on bringing City information to neighborhoods and relaying concerns back to staff. Issue-specific workshops were offered to neighborhood leadership and city residents on a regular basis rather than a cost-intensive one-day event. Other activities of the department such as Property and Housing Complaints, SABER, graffiti abatement, youth programs, and Back to Basics are integrated into the information about the City of Tucson working with neighborhoods to increase pride in our community and improve its appearance.



...encourage inclusive participation... and encourage a greater sense of community stewardship.

## FOCUS: Neighborhoods

### Project

#### **Crime Control through Coordinated Crime Intelligence**

#### **• Information Driven Policing - Targeted Operations Planning (TOP)**

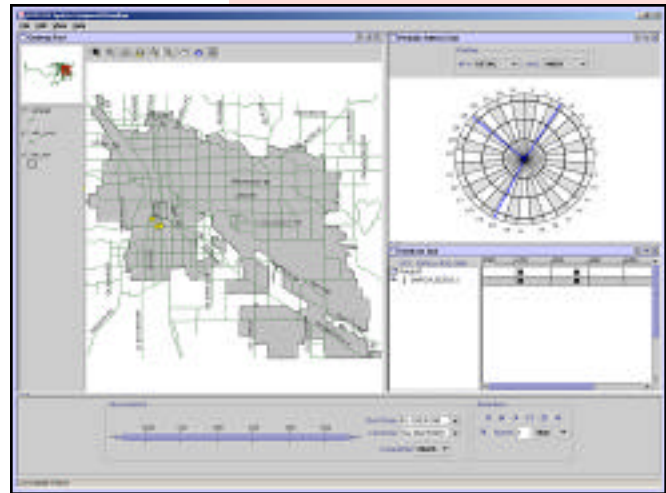
#### **Description**

The Tucson Police Department's Targeted Operations Planning (TOP) program is a truly unique and innovative approach to addressing community crime problems based on New York Police Department's Compstat Program. Tucson Police Department utilizes the best elements from three "best practices" models: Community Policing, Community Problem-solving and Information Driven Policing in forming TOP. Each of these models as stand alone practices has shortcomings. The synergistic blend of their best elements provides for a winning combination. TOP is designed as a direct effort to increase the safety of Tucson's neighborhoods.

#### **Accomplishments**

Through TOP, strategies are being implemented to intervene in these crime issues at the root cause level. The chronic nature of the problems does not lend themselves to quick fixes, or overnight success stories. Federal Bureau of Justice Assistance grant funds of \$40,100 were used to purchase presentation equipment, software and training needs. The fourth and final patrol division completed an initial TOP process. As a result of TOP, division commanders are conducting detailed analysis of crime issues and we are uncovering some of the root causes of these problems, not merely symptoms or results. Addressing chronic crime problems in every one of the patrol divisions, monthly meetings are held to update the progress of each initiative.

TOP has helped police focus efforts on recording and sharing information about suspicious people, vehicles, and activities. One tool developed under TOP is the electronic Field Interview. Recently an electronic Field Interview aided police in arresting a serial rapist. The change in practice is a significant accomplishment in itself. As we continue forward, we expect stellar results from the implementation of what is truly a unique approach to addressing community crime issues.



... foster safety....

## FOCUS: Neighborhoods

### Project

#### **Crime Control through Coordinated Crime Intelligence • COPLINK IV**

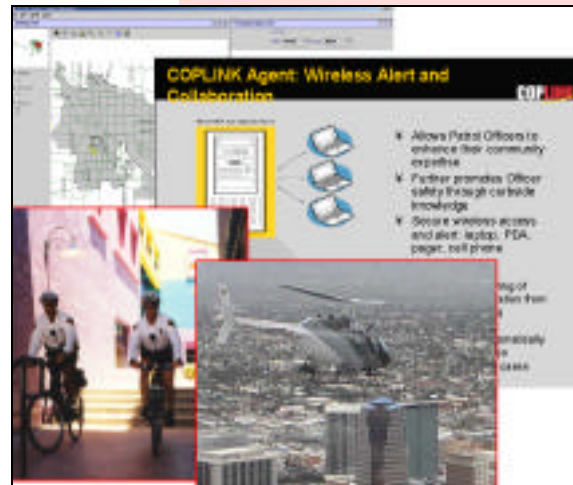
#### **Description**

The Tucson Police Department (TPD) formed a cooperative relationship with the University of Arizona's Artificial Intelligence Laboratory, obtained federal grant funding, and developed and implemented an information and analysis software tool to assist police investigators in their case work. Developed with continuous feedback directly from police officers, detectives, and crime analysts, Coplink allows criminal investigators to find investigative leads quickly.

#### **Accomplishments**

The labor savings in a typical simple investigation are almost 14:1. Additionally, the automated searches uncover more leads than do the manual ones. TPD has solved numerous serious criminal cases with the software. The Phoenix Police Department has implemented the software and is preparing to deploy it department-wide. All 19 law enforcement agencies in the Phoenix area have committed support and intend to participate in Coplink. The FBI and other federal agencies are exploring COPLINK as a tool to enable counter-terrorism efforts with state and local law enforcement agencies.

Coplink has been given a test in a high-profile case - the Hunt for the Washington Sniper. The two sniper suspects were arrested on the same day that the TPD support team arrived. But Coplink was set up anyway, loaded with the investigative leads from police jurisdictions around the Washington, D.C. metropolitan area, and the analysis started. The names of both suspects immediately surfaced at the top of the investigative leads list. This indicates that had this tool been available and in use earlier in the investigation, valuable time could have been saved in the detection and identification process. For their efforts, both of the TPD police officers who participated in this effort were given letters of commendation by the Department of Justice.



... foster safety....

## FOCUS: Neighborhoods

### **Project**

#### **Slum Abatement and Blight Enforcement Response (SABER)**

##### **Description**

SABER is the City's multi-agency project that lends assistance to individuals and neighborhoods to resolve these issues:

- Uniform building codes
- Administrative codes
- Housing codes
- Vacant and abandoned building codes.

Here are some common examples:

- Substandard housing conditions
- Overgrown vegetation and debris
- Roach and rodent infestations
- Vandalized, abandoned or decaying buildings
- Swimming pools without proper fencing or safety barriers.

The original project goal was to remediate 45 slum rental properties.

##### **Accomplishments**

The SABER project goals were exceeded. In all, 76 slum properties have been addressed for remediation by the SABER Team.

- Nov. 2001- June 2002 SABER remediated 16 properties.
- July 2002 through January 2003, 35 properties were inspected by the SABER Team and have either been remediated or are at various stages of legal action.
- February 2003-June 2003, 25 additional properties were inspected, enforcement action taken and are either remediated or under legal action. Mayor and Council adopted the Neighborhood Preservation Ordinance. A community outreach and educational effort was put in place. SABER has been recognized nationally via invitations for staff to present SABER as case studies to both the Innovations Group and Neighborhoods USA annual conferences in 2003.

The multi-departmental effort continues as previously designed with the Department of Neighborhood Resources as the lead department for addressing property-related complaints. Staff are undertaking efforts to further refine the program and continue to focus their efforts to address slum properties in the city.



...encourage private investment and public/private partnerships in Tucson's neighborhoods and enhance their appearance and livability.



## FOCUS: Neighborhoods

### Project

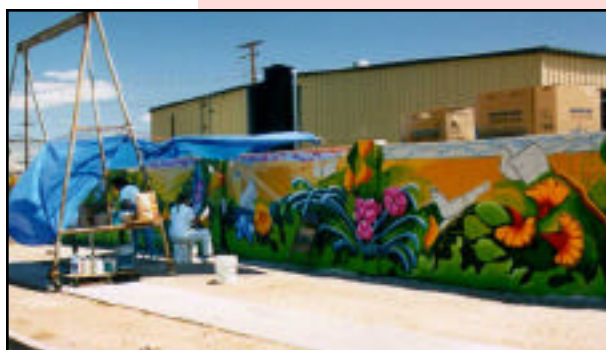
#### Back to Basics

#### Description

Back to Basics revitalizes and stabilizes city neighborhoods through a partnership among neighborhood residents, City staff, City Council Offices, and local businesses. Together they work to identify re-investment options for older neighborhoods and improvements to infrastructure, housing, and environment.

#### Accomplishments

During FY03, \$5.6 million was allocated to this program which funds 85 projects citywide. Projects include elderly home repair, historic preservation, parks improvements, traffic mitigation, pedestrian crossings, streetlight installation, street improvements and graffiti abatement. Projects funded prior to FY03 are in stages of completion. Projects identified for FY03 funding are either in design or underway. Round 6, FY04, project selection and funding identification has begun. Internal programmatic and financial reporting mechanisms are undergoing revision to enhance communication to the Mayor and Council and the public.



Invest public funding and encourage private investment and public/private partnerships in Tucson's neighborhoods...

## FOCUS: Neighborhoods

### Project

#### **TUCSON RECYCLES - Blue Barrel Deployment/Public Relations and Education Outreach Campaign**

##### **Description**

Tucson Recycles is the City's new garbage and recycling collection system designed to:

- Provide more recycling capacity and convenience for citizens
- Be efficient and economically sensible
- Boost Tucson's recycling rate from 9% to 20%
- Extend the life of our landfill
- Conserve natural resources

Weekly curbside recycling collection is now offered at no cost to single family homes, duplexes, triplexes, fourplexes, and small businesses with plastic container garbage service.

##### **Accomplishments**

Delivery of just under 170,000 new blue recycling barrels for city residents with curbside recycling began in July 2002 and was completed in February 2003. Over 80 percent of City households are recycling, up from 58 percent with the 18-gallon green bin program.

Waste diversion (recycling) rates, by weight, have more than doubled from nine with the former 18-gallon bin program to over 20 percent citywide. Commercial recycling with metal recycling dumpsters has more than doubled from 1,085 tons in FY 02 to 2,350 tons in FY 03. TUSD is participating in Tucson Recycles and has increased the recycling in participating elementary schools from 12 percent (by volume) to 27 percent of the waste stream.

A combination of more favorable contract terms, increase in the types and amount of materials collected, and more favorable commodity market conditions has led to a substantial increase in revenues from the sale of recyclables. Revenue has increased from approximately \$35,000 in FY 01 to more than \$500,000 in FY 03.



Respect and preserve our natural environment.

## FOCUS: Neighborhoods

### **Project**

#### **Broadway-Pantano Landfill Remediation**

##### **Description**

Project includes the design, construction and operation of a groundwater treatment system designed to prevent the spread of contamination into clean portions of the Tucson aquifer and assure safe drinking water at the Broadway State Superfund Site. The Broadway-Pantano Western Groundwater Containment System (WCS) is a 1,300 gallon per minute groundwater treatment system to contain a one-mile long groundwater contaminant plume, treat approximately 2 million gallons of water per day through granulated activated carbon and inject the clean water back into the aquifer. The system was constructed under the Arizona Department of Environmental Quality's Water Quality Assurance Revolving Fund Program (WQARF). The City of Tucson manages the project and the 2.5 million-dollar construction cost is reimbursed to the City by the State.

##### **Accomplishments**

In operation since March 21, 2003 the public dedication was held on May 2, 2003. The project includes three sites:

- 554 North Wilmot Road, the main treatment facility with a 16-inch diameter extraction well capable of pumping water at 900 gallons per minute and four - 20,000 pound carbon adsorbers.
- 908 North Alamo Avenue, the secondary pumping facility using an old Tucson Water well capable of pumping water at 400 gallons per minute.
- 6100 East 5th Street, the injection well location with two 12-inch diameter injection wells on a well-landscaped site.

All three sites are electronically interconnected and the entire project is computer controlled. The system automatically shuts down if there are any leaks or problems. The project was designed and constructed with community involvement from neighborhood groups and the general public. A Community Advisory Board was formed under WQARF rules in 1999 and continues to meet on a regular basis to discuss project updates and continue community involvement. The low maintenance system operates quietly and efficiently and is compatible with the surrounding neighborhood. Each location is well landscaped and the injection well site includes a pleasant foot-path among the existing and new vegetation to connect to the alley along the Alamo Wash often used by residents for walking.



Respect and preserve our natural environment.



## FOCUS: Neighborhoods

### Project

#### Clearwater Renewable Resource Facility

#### Description

The Clearwater Renewable Resource Facility has been called the largest and most critical construction project Tucson has seen in more than a decade. Clearwater is being built by Tucson Water in Avra Valley, west of the City. It supplies a major portion of Tucson's future water supply, allowing us to reduce groundwater pumping in the central city.

At Clearwater, nearly 20 billion gallons of Colorado River water is released into eleven large constructed basins and allowed to percolate down through the soil to mix with the native groundwater beneath. The naturally occurring blend is recovered through 25 high capacity wells and delivered to Tucson Water customers.

#### Accomplishments

In May 2003 the full-scale project was formally dedicated and full-scale operations began. In FY03 the following elements were completed:

- CAP raw water delivery pipeline
- Eleven full-scale recharge basins
- Drilling of the final four of twenty-five production wells
- Nine production wells equipped and began operation
- SCADA (remote) control systems

Clearwater is capable of providing 54 million gallons a day of this blended water which could meet approximately 50% of Tucson's average daily water needs. Use of this new resource replaces water that had been pumped from beneath central Tucson. Water levels in that area have begun to rise for the first time in decades.



Respect and Preserve our Natural Environment.

## FOCUS: Neighborhoods

### **Project**

#### **HOPE VI – Santa Rosa Neighborhood Center and Posadas Sentinel**

### **Description**

In October 1996, the City of Tucson received a \$14.6 million HOPE VI (Housing Opportunities for People Everywhere) grant for the Barrio Santa Rosa/Connie Chambers Revitalization Plan. HOPE VI is a U.S. Department of Housing and Urban Development funded program designed to redevelop some of the country's most troubled and isolated public housing developments.

The Barrio Santa Rosa/Connie Chambers Revitalization Plan is comprised of four components: Community Center, Housing/Infrastructure, Economic Development, and Community & Supportive Services.

### **Accomplishments**

Project accomplishments include:

- The development of three new facilities that make up the Barrio Santa Rosa Community Center: The Santa Rosa Neighborhood Recreation Center, Learning Center, and Child Development Center
- Two hundred public housing units at the former Connie Chambers site were demolished and replaced with 60 public housing units and 60 units that are income restricted under the Low Income Housing Tax Credit Program.
- By building relationships with other organizations, the team established partnerships with 17 other sources to pay for more than \$70 million in neighborhood revitalization.
- HOPE VI also provides economic development programs for the neighborhood, providing employment opportunities for area residents and working with area retail businesses to provide economic assistance.

In January of 2003, the City of Tucson was pleased to announce the completion of the Santa Rosa HOPE VI project. Adhering to various goals committed to in the grant application, the City completed this intricate project on schedule, gaining national acclaim for transforming a large public housing "project" to a model of pride!



The Human Environment...The Built Environment...The Natural Environment.

## FOCUS: Neighborhoods

### **Project**

#### **Neighborhood Parks Improvements**

#### **Description**

Parks and Recreation Department improvements and programs incorporate aspects of all three of the Neighborhoods Focus Area strategies for Fiscal Year 2003. Facilities and services are designed to address the human environment by encouraging family activities, participation and inclusion. Partnerships with school districts and non-profit agencies help enhance the livability of the built environment. A balance of active and passive park space, and the ambitious educational programs at the Reid Park Zoo work together to model respect and preservation of the natural environment both locally and globally. The mission of the Department includes providing a park system offering high quality facilities, programs and services for Tucsonans of all ages and abilities.

#### **Accomplishments**

The Parks and Recreation Department offers a myriad of programs and services designed to provide a variety of recreational experiences to people of all ages and abilities. At the same time, facilities are constantly updated, expanded and constructed to accommodate increasing numbers of park users. During the past year:

- five additional playgrounds opened,
- facilities in eight different parks have been expanded and improved,
- the Zoo entry was completed, and
- the El Rio Learning Center and the Santa Rosa Center improvements were dedicated and opened to guests.

These and other improvements totaling approximately \$5 million have been funded through the 1997 County Bond Program, the City of Tucson 2000 Bond Program, as well as Back to Basics and with the Neighborhood Reinvestment Funds.



...encourage private investment and public/private partnerships in Tucson's neighborhoods and enhance their appearance and livability.

## FOCUS: Neighborhoods

### **Project**

#### **Tucson Fire Public Education SAFEKIDS- Injury Prevention Program for Children**

#### **Description**

The Tucson Fire Department was the first fire department in the country to become a lead organization for the National SAFE KIDS Campaign, headquartered in Washington, D.C.

The Tucson Fire Department SAFE KIDS Injury Prevention Program is a community-based collaborative effort directed at decreasing the number and the severity of childhood injuries/deaths. Unintentional injury is still the leading cause of death and serious injury for Tucson's children and youth. Without specific information, education, and intervention associated with the risks of bicycle, motor vehicle, water-related, fire/burn injuries, children/youth are at greater risk of injury or death. The designated target population is children and youth under the age of 18 as well as their parents/guardians in the Tucson metropolitan area with an emphasis on low-income families.

Program Goals include:

- Educate children and adults in the areas of bicycle safety, motor vehicle safety, water safety, and fire safety to increase awareness and reduce injuries to children.
- Make available safety products (i.e., bicycle helmets, child safety carseats, booster seats, and smoke detectors) to low income Tucson area families to improve safety to children.

The Tucson Fire Department SAFE KIDS Injury Prevention Program collaborates with Tucson Parks and Recreation, Tucson Police Department, Pima County Sheriff Department, Northwest Fire District, Arizona SAFE KIDS, American Red Cross-Tucson Chapter, Tucson Drowning Prevention, National SAFE KIDS, Tucson Firefighters Association Local 479, Tucson area hospitals, school districts, Arizona Department of Health Services, local insurance companies, and private businesses.

#### **Accomplishments**

The Tucson Fire Department SAFE KIDS Injury Prevention Programs are provided to approximately 145,000 children and caregivers throughout the year.

Outputs/Counts of Program Activities

- 24,000 students participated in bicycle safety rodeos
- 32,000 contacts were reported with the water safety programs
- 10,600 bicycle helmets were distributed to low-income families
- 7,250 child safety seats were distributed to low-income families
- 1,500 smoke detectors were distributed and installed in low-income residences
- 10,000 participated in fire safety programs

Nationally, unintentional injury/death statistics have declined by 38% in the past decade.



foster safety...



## FOCUS: Neighborhoods

### Project

#### **Teen Advocate and Workforce Development Program: Tucson Pima Public Library**

#### **Description**

The purpose of the project is multi-fold:

- involving teens as partners and advocates for the Tucson-Pima Public Library (TPPL)
- strengthening neighborhood leadership and encourage inclusive participation
- developing employability skills for teens
- building coalitions with other youth service providers.

The project increased the capacity of TPPL to provide high quality, developmentally appropriate educational enrichment and career development programs for neighborhood youth. TPPL staff worked with teens to create welcoming and safe places, to increase technology access and training, and, through mentoring, help teens climb the academic/employment ladder. Lead libraries for the project were the Columbus, Mission, Valencia and Woods Branches and the Joel D. Valdez Main Library. This project was originally funded with a Wallace-Reader's Digest Funds grant and has been sustained through Friends of the Tucson-Pima Public Library funding.

#### **Accomplishments**

Over the three-year grant and this additional year, 83 teens received training as library advocates or computer aides, or participated in a library advisory committee. Over 2,000 teens learned about the library through the peer advocacy program. Bilingual teens gave their presentations about the library in Spanish, as needed. The teen advisory committee completed tasks such as naming the annual teen summer reading programs, selecting reading incentives, writing library skills questions, advising on publicity and artwork. Teen volunteers were recruited and trained to assist the museum professionals with library summer reading club presentations for children. Tucson teens also presented programs about their experiences at the following conferences: Boston Mayor's Conference, Arizona State Library Association (two programs), Public Library Association National Conference, and the American Library Association Annual Conference.

The Tucson teens who participated in this program have gained in so many ways. The computer aide jobs have provided employability skills, college credit, technology skills, and positive mentors. Both the aides and advocates have developed confidence and public speaking skills. The teens in the library advisory committee have learned to be team players, developed organizational skills, and gained experience in program planning and implementation. All the teens have established positive relationships with caring adults, and increased their knowledge of the Tucson-Pima Public Library's resources and services. Though the grant requirements have now been completed and the financial books are closed, the library will continue to incorporate the youth development philosophy in the development and delivery of services for teens.



Encourage inclusive participation, encourage a greater sense of community.

## FOCUS: Neighborhoods

### Project

#### **Tucson-Pima Public Library ADA (Americans with Disabilities Act) Technology Upgrade**

### **Description**

Grant funds of \$29,998 were awarded to Tucson-Pima Public Library (TPPL) for assistive technology equipment and software. The funding allowed the library to offer essential technologies for the more than 328,000 Pima County residents of all ages with visual, dexterity, and learning disabilities. It expanded TPPL's ability to provide resources that make the vast world of print and electronic information readily available to the disabled community.

### **Accomplishments**

Six assistive technology computer workstations with state-of-the-art equipment were installed at the Main Library, Mission and Green Valley Branches. Some of these workstations offer software and hardware for customers who are blind or visually disabled including:

- Braille editing/translation systems for word processing,
- software that reads what appears on the screen,
- screen magnifiers, and
- software which scans a book or other print document, audibly reads it, and can convert the text to Braille and then output the Braille to the Braille keyboard.

Other computers offer hardware and software for people with mobility impairments or learning disabilities including:

- electronically adjustable workstation and chair,
- out-sized monitor,
- voice recognition software for people who cannot use their hands to type, and
- a program that gives read-aloud access to word processing, Internet research, and print resources.

Library staff provided training session for a coalition of local organizations working on learning disability issues. Specially trained staff also assist people who come to use the computers individually, whenever the libraries are open to the public.



The Human Environment - Maintain and strengthen human connections within neighborhoods, encourage self-sufficiency and inclusive participation, encourage a greater sense of community.